

Customer Proprietary Network Information (CPNI) Operating Guidelines

Bruce Telephone Co., Inc. (Company) adheres to the following guidelines:

- 1. CPNI is to be used only for the provisioning and billing of telecommunications services requested by the subscriber.**
- 2. CPNI will not be released otherwise unless our counsel advises us that it is required by the FCC to do so.**
- 3. Employees understand that their job is at risk for releasing CPNI, and is included in our employee handbook.**
- 4. We, including our subsidiaries, do not utilize marketing or sales campaigns using CPNI.**
- 5. If we were to use CPNI for marketing, we would only do so with express customer approval in writing.**
- 6. Notice of our company's policy regarding CPNI will be displayed in the commercial office and provided to new customers when application for service is made.**
- 7. Providing telecommunications services to the customer requires the public's trust in our company and employees. Violating that trust is a serious offense.**